

APPENDIX G – OPTIONAL VIDEO DEMO SCRIPTS

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Video Demo Scripts

TN AOC has developed the following demonstration scripts to assist respondents in optionally showcasing their proposed solutions. These scripts represent common court processes, workflows, and outcomes for respondents to highlight the capabilities of their solutions during the videos.

Video Demo recordings must be in accordance with instructions provided in RFP Attachment 6.2 – Section D.

1.0 Filing Initiating Document - eFile

1.0 Filing Initiating Document - eFile
Objective
Allow users to prepare and submit a filing without a pre-existing case via eFile.
Actors
<ul style="list-style-type: none">▪ Paralegal (Filer)▪ Attorney▪ Clerk
Demonstration Script 1.0
<p>A Paralegal (Filer) logs in under her own account to file a document on behalf of an Attorney.</p> <ul style="list-style-type: none">▪ Demonstrate how the Paralegal logs in to the Electronic Filing Service Provider (EFSP) using her unique paralegal credentials.▪ Upon login, demonstrate how the Paralegal would see a dashboard listing all cases associated with the law firm, reflecting the Paralegal's firm-wide access.▪ Demonstrate how the Paralegal would navigate to the required form template for the filing.▪ If filing is for an existing party, demonstrate how the system auto-populates relevant party information.▪ Demonstrate how the eFiling system validates the filing, confirming all required fields are completed.▪ Demonstrate how the Paralegal designates the Attorney as the attorney of record for the case.▪ Demonstrate how the system confirms the Attorney will be listed as counsel of record, while the Paralegal is tracked as the individual who submitted the filing.▪ Demonstrate how the eFiling system logs and audits that the Paralegal, submitted the filing on behalf of the Attorney.▪ Demonstrate how the system calculates the filing fee based on case type and business rules.▪ Demonstrate how the Paralegal selects the law firm's drawdown account for payment, and the fee is debited from the firm's account.▪ Demonstrate how the Paralegal submits the filing.

- Demonstrate how the EFSP sends the filing through the Electronic File Manager (EFM) for clerk review and acceptance into the CMS, and if applicable, initiates eService.
- Demonstrate how the attorney of record receives notification of the filing and has full access to the case when they log on under their own attorney credentials.
- Demonstrate how the Paralegal, retains access to all cases in the firm, including this one, in accordance with her permissions.

2.0 Filing Initiating Document – Manual Filing

2.0 Filing Initiating Document – Manual Filing
Objective
Allow users to prepare and submit a filing without a pre-existing case via manual entry of new cases.
Actors
<ul style="list-style-type: none"> ▪ Paralegal (Filer) ▪ Attorney ▪ Clerk
Demonstration Script 2 .0
<p>A Paralegal (Filer) mails an initiating document on behalf of an Attorney, rather than using eFiling.</p> <ul style="list-style-type: none"> ▪ Demonstrate how the clerk initiates a civil case working from a paper document. ▪ Demonstrate how the CMS utilizes existing CMS records for one or more of the parties to the new case. ▪ Demonstrate how the system calculates filing and other fees based on case type and business rules. ▪ Demonstrate how a request to waive fees is processed in the context of initiating a case . ▪ Demonstrate how case initiation triggers and/or navigates to other CMS actions such as scheduling a hearing. ▪ Demonstrate how manual case initiation differs for criminal cases including but not limited to how cases are initiated with multiple defendants and/or multiple charges.

3.0 Review and Accept Filing

3.0 Review and Accept Filing
Objective
Allows Clerk to review, accept, reject, or return an eFiling.
Actors
<ul style="list-style-type: none"> ▪ Clerk
Demonstration Script 3
Filing is available for clerk review in the EFM. Approved eFiling is submitted to CMS for docketing and other actions.

- Demonstrate how the EFSP sends the filing through the EFM for Clerk review (and EFSP initiates eService if applicable).
- Demonstrate how the EFM presents a prioritized list of documents for Clerk review based on criteria configurable by the Clerk.
- Demonstrate how a Clerk reviews queue of incoming eFiling document(s).
- Demonstrate how a Clerk selects and opens a filing for review.
- Demonstrate how a Clerk views associated case level information and previous filings.
- Demonstrate how a Clerk verifies the fee allocations.
- Demonstrate how a Clerk accepts filing.
- Demonstrate how the EFM assigns filing date based on configurable business rules.
- Demonstrate how the EFM applies file stamp(s) to the document(s) based on configurable business rules.
- Demonstrate how the EFM sends filing 'envelope' to respective CMS for update.
- Demonstrate how the EFM sends acceptance message back to EFSP (so that filer is notified).
- Demonstrate how a Clerk searches based on case number, party, and/or other value.
- Demonstrate how a Clerk rejects filing and enters reason(s) for rejection.
- Demonstrate how the EFM sends rejection message to EFSP to notify filer of deficiency and/or the need for correction and resubmittal.

4.0 Access Data in the CMS Repository

4.0 Access Data in the CMS Repository
Objective
Allow users to review previously entered information about a case or party.
Actors
<ul style="list-style-type: none"> ▪ CMS Internal User (e.g., Clerk, Judicial Officer)
Demonstration Script 4.0
Data has been entered, and user is an authenticated, CMS Internal User. Data is viewable and auditable.
<ul style="list-style-type: none"> ▪ Demonstrate how a CMS Internal User enters a case number, person name, and/or other value into search. ▪ Demonstrate how a CMS Internal User enters additional search parameters (e.g., county, jurisdiction, date range, case type, party type). ▪ Demonstrate how the CMS queries data. ▪ Demonstrate how the CMS displays results on screen in a list view. ▪ Demonstrate how a CMS Internal User can “drill down” into a case to view details and then return to the list to continue workflow. ▪ Demonstrate how the CMS updates the audit record to include the search. ▪ Demonstrate how a case appears on the record within the CMS, and show the steps a CMS internal user takes to access and view the case details from the docket. ▪ Demonstrate how the CMS displays results that it can export in a variety of file formats.

- Demonstrate how a CMS Internal User can update details of an individual case and then return to the list to continue workflow.

5.0 Schedule a Hearing

5.0 Schedule a Hearing
Objective
Schedule hearings to appropriate judicial officers and/or courtrooms and courts based on pre-defined rules and/or requirements.
Actors
<ul style="list-style-type: none"> ▪ Clerk ▪ Defendant / Defendant's Counsel
Demonstration Script 5.0
<p>Hearings to be scheduled based on various case expectations (e.g., arraignments, pre-trial hearings, motions, traffic court, family court, compliance checks, etc.)</p> <ul style="list-style-type: none"> ▪ Demonstrate how a judicial officer can be assigned to a case (e.g., judicial wheel, case type, court type, case numbering, automatic vs manual, etc.) ▪ Demonstrate the different views available for reviewing sessions and scheduling hearings and other events (e.g., calendar view, session and time view, etc.) ▪ Demonstrate how pre-defined business rules or filters can assist in targeting appropriate sessions, courts, and/or judicial officers for hearings to be scheduled. ▪ Demonstrate how the system can automate scheduling of hearings based on business rules and workflows and automate adding the relevant information into the Case Docket/Register of Actions. ▪ Demonstrate how a clerk could manually schedule, continue, or reschedule a hearing and ensuring that the information is updated into the Case Docket/Register of Actions. ▪ Demonstrate how a Clerk notifies (automatically or manually) Defendant (and Defendant's Counsel, if applicable) about the scheduled appointment. CMS sends automated notifications via text, email, and/or mail, depending on Defendant's preference. ▪ Demonstrate how a Clerk could notify the Jail of an in-custody defendant required to be transported to Court.

6.0 Submit Proposed Order

6.0 Submit Proposed Order
Objective
Allow Filer to provide a draft order for court's consideration and support navigation of the document to Judicial Officer for review and electronic signature.
Actors

- Filer
- Clerk
- Judicial Officer

Demonstration Script 6.0

Filer is submitting a motion (or comparable filing) and an associated proposed order.

- Demonstrate how the EFSP sends the filing through the EFM for Clerk review (and EFSP initiates eService if applicable)
- Demonstrate how the EFM routes primary document to CMS for docketing; and simultaneously routes the proposed order for judicial review.
- Demonstrate how a Judicial Officer can review the proposed order in the Judge's Queue and conducts the hearing on the subject motion, edits the proposed order, provides an electronic signature approving the proposed order, and routes it to the clerk to be entered into the record.
- Alternatively, demonstrate how the proposed order is approved without modification and entered into the record.
- Alternatively, If the motion is denied, demonstrate how the proposed order is logged and discarded.

7.0 Manage Calendar and Conduct Hearings

7.0 Manage Calendar and Conduct Hearings

Objective

Prepare Calendar for court and conduct hearings, ensuring accurate documentation and timely decision-making.

Actors

- Plaintiff / Plaintiff's Counsel
- Clerk
- Judicial Officer
- Defendant / Defendant's Counsel
- Court Reporter
- Jury Administrator

Demonstration Script 7.0

Clerk manages the calendar for the day and provides live updates to the case record while in Court.

- Demonstrate how a Clerk would organize the day's hearings and updates the schedule in CMS to automatically send notifications to relevant parties about the scheduled hearing.
- Demonstrate how a Clerk would manage the resource calendars (e.g., mediators, interpreters, bailiffs, technology, etc.) to ensure appropriate availability for each session.
- Demonstrate how the CMS updates the status of the hearing to "In Progress" when a Judicial Officer calls court to order and opens the hearing.

- Demonstrate how a Clerk would enter the appearances of Plaintiff / Plaintiff's Counsel's and Defendant / Defendant's Counsel, as well as any other participants, including any data entry into CMS in real time, ensuring accurate record-keeping.
- Demonstrate how case events and/or hearing results are entered into the CMS to auto-update the register of actions.
- Demonstrate how a Clerk or Judicial Officer would prepare the official court order based on the judicial decision for the CMS to generate a draft order for review and execution. Demonstrate how the hearing could be continued including how the granting of the continuance is recorded, how the calendar is set for the subsequent date, and how continuance fees are assessed.

8.0 Track and Manage Judgments and Dispositions

8.0 Track and Manage Judgments and Dispositions
Objective
Efficiently collect and track all case judgments and dispositions including hearing results, sentencing, conditions, fines and penalties, etc. in an easy and/or automated manner that also automatically updates all appropriate fields and the Register of Actions.
Actors
<ul style="list-style-type: none"> ▪ Clerk
Demonstration Script 8.0
<p>Clerk enters the hearing results and all judgments and/or dispositions ordered by the Court under an easy screen that efficiently and automatically pre-calculates, pre-assigns, and/or updates other relevant case fields.</p> <ul style="list-style-type: none"> ▪ Demonstrate how a Clerk could enter, live, all the judgments and/or dispositions ordered by the Court including verdict, sentencing, conditions, penalty fees, etc. ▪ Demonstrate how the system can support calculations of various fees, jail credits, fee waivers, child support payments, etc. ordered by the Court and how it updates into all relevant fields of the case and the Register of Actions. ▪ Demonstrate how the updated verdict and sentencing information immediately updates State Reporting. ▪ Demonstrate how the Court Order document can be created that incorporates all the information entered about the judgment and dispositions without the Clerk having to manually type in the information. ▪ Demonstrate how the Clerk can add pre-defined language to the Court Order based on scenario, etc. ▪ Demonstrate how the Judicial Officer or Clerk can amend the Court Order with reason for amendment and attach the document to the case with version history and auditing of changes. ▪ Demonstrate how processing of cases for juveniles varies from other case types in CMS.

9.0 Collect and Track Fees Through the CMS

9.0 Collect and Track Fees Through the CMS

Objective

Efficiently collect and track court fees to ensure accurate financial management and compliance with court orders.

Actors

- Clerk
- Party
- Financial Officer

Demonstration Script 9.0

Defendant is required to pay court fees as part of a judgment or court order. Fees are collected, recorded, and tracked in CMS.

- Demonstrate how a Clerk enters fee obligation or assesses financial penalties into CMS. CMS auto-calculates total amount due based on pre-defined business rules and if applicable, generates fee and payment schedules.
- Demonstrate the configurable options to ensure calculations, auto-distributions, fee enhancements, etc. and demonstrate how these can be tailored across the state and adjusted based on local rules.
- Demonstrate how a Clerk sends the Defendant notice detailing fee amount and payment due date. CMS dispatches automated notifications via text, email, and/or mail, which include online payment portal links.
- Demonstrate how a Defendant makes a payment with accepted methods (e.g., credit card, electronic check, cash, or modern peer-to-peer (P2P) tools (e.g., Zelle, PayPal, etc.)). CMS interfaces with secure payment gateway to process electronic transactions and updates payment status in real time.
- Alternatively, if the Defendant is unable to pay the full amount at disposition, demonstrate how a Clerk would work with Defendant to set up payment plan. CMS enables Clerk's specification of payment plan terms, automatically updating balances, adjusting due dates, and sending reminders for upcoming and past-due payments.
- Demonstrate how a Clerk verifies and records payment in CMS and provides a receipt. CMS logs transaction details, updates Defendant account balance, and generates electronic receipt.
- Demonstrate how the CMS calculates taxes (based on individual case type and other attributes, per configurable business rules) and accumulates taxes owed against receipts for a calendar month.
- Demonstrate how a Financial Officer reviews payment history for compliance with the payment schedule. CMS provides reporting tools and dashboards to track payment history and outstanding balances and generate financial reports.
- Demonstrate how a Financial Officer reconciles collected fees with court records. CMS integrates with financial management system(s) to ensure accurate accounting and reconciliation of funds.

- Demonstrate how a Financial Officer can assure appropriate distribution of collected fees and fines to appropriate GL accounts and run accurate reports to support bookkeeping standards and expectations. Highlight how partial payments are allocated to appropriate GL accounts based on priorities, percentages, and/or other pre-defined business rules.
- Demonstrate how a Clerk manually prints report, mails a check and records the manual activity in CMS.
- Demonstrate how a Clerk closes a cash drawer at the end of the day, including reconciliation and audit steps.
- Demonstrate how End of Day and End of Month financial closing processes are performed in CMS.
- Demonstrate how check printing is initiated and managed within CMS.
- Demonstrate how bank reconciliation is performed, including matching transactions and resolving discrepancies.
- Demonstrate how deposit slips are generated and managed for court financial operations.
- Demonstrate how financial entries can be voided, including audit trail and user permissions for voiding transactions.

10.0 State Cost Reimbursement

10.0 State Cost Reimbursement
Objective
Receive and track reimbursement of court fees from TN Department of Corrections (DOC).
Actors
<ul style="list-style-type: none"> ▪ Clerk ▪ DOC
Demonstration Script 10.0
<p>Cost allocations are specified and managed within CMS. When a defendant's case outcome meets the criteria for state cost reimbursement (such as a verdict of not guilty or a sentence to prison), the system identifies these cases. Funds received from the Department of Correction (DOC) are then recorded in the CMS and distributed to the appropriate cases based on the configured rules.</p> <p>Vendors shall demonstrate how their CMS supports the state cost reimbursement process comprised of the following key steps.</p> <ul style="list-style-type: none"> ▪ Clerk searches CMS for cases meeting reimbursement criteria. ▪ Clerk confirms attachment of required supporting documents. ▪ Clerk flags eligible cases for reimbursement. ▪ Clerk runs and reviews trial State Cost Bill of case marked for reimbursement. ▪ Clerk runs and prints final State Cost Bill and prints supporting documents from CMS electronic case file. ▪ Clerk manually (or electronically) sends the State Cost Bill and supporting documents to DOC. ▪ DOC manually (or electronically) sends a single consolidated check and itemized report to Clerk.

- Clerk enters payment information into CMS (manually or through automations).
- CMS allocates payment amount to cases included in State Cost Bill.
Clerk adjusts individual case amounts to match amount DOC paid, as required.
Additionally, highlight how a Clerk without access rights would not be able to manually adjust.

11.0 Reporting and Analytics

11.0 Reporting and Analytics
Objective
Highlight reporting and analytics capabilities for users to create custom reports and how these reports can be exported to workflow queues, external systems, and/or files (txt, csv, pdf, etc.)
Actors
<ul style="list-style-type: none"> ▪ Clerk ▪ Judicial Officer ▪ IT Administrator
Demonstration Script 11.0
<p>Reports and Queries based on pre-configured business rules.</p> <ul style="list-style-type: none"> ▪ Demonstrate the list of pre-built reports available in the systems (both CMS and eFiling) and how a user can access pre-defined reports including entry of parameters and filters. ▪ Demonstrate how ad-hoc queries can be created, formatted and executed by users against live CMS data ▪ Demonstrate representative examples of operational reports or queries including but not limited to daily case filings/calendars, financial reconciliation, state reporting, etc. ▪ Demonstrate representative examples of analytic reports or queries including but not limited to time to disposition trends by case type, case backlogs, trends on usage of programs or ADR, impacts of usage of specialty courts, etc. ▪ Demonstrate how a user can drill down from a reported total to supporting detail records. ▪ Demonstrate briefly how an administrator can author a new report and how available data fields are presented. ▪ Demonstrate how users who do not have access to specific data will not return results in their queries (e.g., Juvenile case data should not show up on queries for those without access to those cases). ▪ Demonstrate how a user can subscribe to receive notifications for updates made to the report(s) of their choosing.

12.0 Maintenance of Case Records

12.0 Maintenance of Case Records
Objective
Streamline and automate the maintenance and management of case records to ensure accuracy, efficiency, and data integrity throughout court operations.
Actors

- Clerk
- Systems Administrator

Demonstration Script 12.0

A Clerk is tasked with preparing calendars including for a case with multiple parties and with judge reassignments. During this process, the Clerk must ensure that duplicate party records are resolved, designated information is expunged as ordered by the court, judges are reassigned to accommodate scheduling conflicts, and user access issues are addressed promptly to maintain smooth operations and data integrity.

- Demonstrate how a Clerk identifies, and merges duplicate party records to ensure all case participants are accurately represented.
- Demonstrate how the Clerk processes a court-ordered expungement for a party involved in the case, including obtaining required approvals and maintaining a secure audit log of the action.
- Demonstrate how the Clerk reassigns the judge on multiple cases in bulk to address scheduling conflicts, including using selection criteria and workflow tools.
- Demonstrate how the Systems Administrator unlocks a user account for a staff member who needs urgent access to perform case-related tasks, including sending a notification and recording the action for audit purposes.

13.0 Court Workflow Management

13.0 Court Workflow Management

Objective

Configure and manage court workflows to automate and streamline processes and migrate away from paper-based files.

Actors

- CMS Users

Demonstration Script 13.0

Clerks and Judicial Officers want to utilize workflow queues and other automations to manage cases, documents, and party information more efficiently, communicate electronically, and process information and documents centrally through CMS. Such capabilities would include use of dashboards and triggers to highlight overdue items, quickly approaching tasks, user and/or team assignments and workloads, etc.

Demonstrate how a Court System Administrator accesses and manages configurable components—such as tables, interfaces, screens, and reports

- Demonstrate how a Court System Administrator accesses and views existing business process workflows.
- Demonstrate how business rules are created and activated within the system.
- Demonstrate how a Court System Administrator sets-up or modifies baseline configurations and workflows for all of TN Courts.
- Demonstrate how the Court System Administrator adjusts / updates an existing workflow, including adding a new manual (user interaction) and / or automated task.
- Demonstrate how business rules are assigned / applied to the updated workflow.
- Demonstrate how the Court System Administrator activates the updated workflow.

- Demonstrate how local courts can modify or configure workflows and other automations for their specific court or division without impacting the entire state.
- Demonstrate how a workflow is configured for the movement of an electronic case record across events/queues incorporating event triggers, time standards, and other automations and escalations.
- Demonstrate how a workflow is configured for the movement of a document for multiple users to review, electronically sign, apply stamps, and formally save to the case record.
- Demonstrate any additional automations and capabilities that would streamline processes and over time lessen the need for physical paper files.
- Demonstrate the distinction between configuration and customization in both the CMS and eFiling solutions.

14.0 Solution Management

14.0 Solution Management
Objective
Configure desired codes, automations, user access rights and roles, and other system-related capabilities at both the statewide and local levels, using offense codes based on the Tennessee Code Annotated (TCA) as the example.
Actors
<ul style="list-style-type: none"> ▪ Global System Administrator (State) ▪ Local Court System Administrator
Demonstration Script 14.0
<p>A Court System Administrator wants to ensure that the Offense Codes in the Charging Code Table are up to date, align with the TCA, align with appropriate sentencing, hearing results, and conditions, automatically updates the Register of Actions, and if appropriate calculates fines and penalties, etc.</p> <ul style="list-style-type: none"> ▪ Demonstrate how a Global System Administrator accesses the Charging Code Table, which includes offense codes based on the TCA ▪ Demonstrate how a Global System Administrator can manually update the Charging Code Table to include a new offense code that is automatically distributed to all Courts across the state and aligning the appropriate state reporting. ▪ Demonstrate how a local Court System Administrator can add a local Offense Code for their specific Court only. ▪ Demonstrate how a local Court System Administrator can modify an offense code—such as updating the local description of a DUI offense to reflect county-specific terminology—without changing the underlying state reporting algorithm or impacting the code, configurations, and descriptions used by other courts across the state. Demonstrate how the Court System Administrator can manually update the Charging Code Table to update specific data elements (e.g., start and end date) for an existing offense code without removing the existing code. ▪ Demonstrate how offense codes can have start and end dates configured so they only apply to a case based on the case offense date or other pre-defined business rule.

- Demonstrate how to set-up configuration codes and/or customizing automations (e.g., one event creates another event code)
- Demonstrate how hearing results, conditions, sentencing, etc. can be configured and tied to only specific case types, hearing results, dispositions, etc.
- Demonstrate how penalties and fee schedules can be assigned to specific offense codes and when added to a case financials calculated based on the disposition and other factors (e.g., speeding over X miles has enhancement penalty charges).
- Demonstrate how changes to the Charging Code Table are documented and/or archived for auditing purposes.

15.0 Manage Justice Partner Integration

15.0 Manage Justice Partner Integration

Objective

Facilitate seamless communication, coordination, and data sharing among various entities within the criminal justice system.

Actors

- Court System Administrator (e.g., IT Staff)

Demonstration Script 15.0

A corrections agency needs to be made aware of a court ordered sentence utilizing integration capabilities of the court CMS.

- NOTE: Configure a court CMS interface that when a sentence is ordered on a criminal case, triggers a real-time message which is sent to the Tennessee Department of Correction inmate management system. The interface would include court, case and person identifiers as well the terms of the sentence
- Demonstrate how that interface is configured and the impact of external dependencies on that interface
- Demonstrate the general out-of-box integration capabilities of your solution including already established APIs
- Demonstrate how those APIs are configured, including (where applicable) how interface payloads are defined/extended, triggering CMS events are defined/utilized, how validations are configured, and how exception processing is configured
- Demonstrate run time monitoring of interfaces and how exceptions are managed (e.g., queueing, retries, batch vs. real-time message processes, etc.)